



TN SSMS User Startup Guide

We welcome you to the TN SSMS and the Gradebook Portal and hope that, after your training, you find that both are simple applications to use and useful to help you in your work.

This document will help you get started by helping you with any setup of your computer required. New sections since the previous version are highlighted in yellow.

Table of Contents

1.	General System Requirements	2
2.	TN SSMS Specific Operating System Requirements	3
2.1.	TN SSMS Windows Windows 98, 2000 or XP Pro	5
2.1.1.	Initial Steps	5
2.1.2.	Preparation for Initial Steps	12
2.2.	Mac OS 9.2.2	15
2.3.	Mac OS X.2.x	16
3.	TN SSMS Troubleshooting	17
3.1.	Star_Student: Active X Error Message	17
3.2.	Certificate Installation Error Message	17
3.3.	Star_Student Reports: Adobe Acrobat Reader Report Viewing Error	18
3.4.	Pop-Up Blockers	18
3.5.	Star_Student: Mac MRJ	18
3.6.	Star_Student Online Help	19
3.7.	Star_Student Reports: Non-secure Dialog	21
3.8.	Star_Student Reports: Errors If Running XP SP2	22



1. General System Requirements

The first time someone uses TN SSMS or the Gradebook Portal on a computer, he or she will have to go through a few preliminary steps. Once these have been completed, they will not have to be repeated and anyone accessing the application on that computer will go directly to the Login page.

Please note that for running 'Gradebook Portal', the minimum/recommended requirements are the same as for the TN SSMS. However, you will only have to confirm that your computer meets the specifications in this section, and will not have to work through the steps in sections 2 and 3 of this document.

First we ask that you check the table below to ensure that your computer meets the minimum requirements for using TN SSMS:

Computer	<ul style="list-style-type: none">• <u>Windows</u>: Pentium II PC, or higheror <u>Mac</u>: Apple 200 MHz PowerPC G3, or higher
Operating System	<ul style="list-style-type: none">• <u>Windows</u>: 98, 2000, XP Proor <u>Mac</u>: OS 9.2.2, Mac OS X.2.x200 MB of available free space on hard disk drive
Memory	<ul style="list-style-type: none">• <u>Windows</u>: 128Mb, or higheror <u>Mac</u>: virtual memory turned on
Network Card	TCP/IP must be loaded and running
Browser (128-bit encryption)	<ul style="list-style-type: none">• <u>Windows</u>: IE: 5.5 with SP2, IE 6.0or <u>Windows</u>: Netscape 4.72or <u>Mac</u>: OS 9: IE: 5.0, 5.1or <u>Mac</u>: OS X: IE: 5.2.x
Adobe Acrobat Reader	Version 6.0.1 for all operating systems, except Windows 98 which uses Adobe version 5.
Printer	Printer must be able to print graphics, i.e. Lasers, BubbleJet, or Dot Matrix.

Minimum requirements:

Windows 98, with 128 Mb memory

Please note that performance on a computer running Windows 98 and with 128Mb of memory will be slow. Adding more memory will not improve this because Windows 98 does not support any more than 128MB.

Recommended requirements:

Windows 2000, with 512 Mb memory

If you are uncertain what some of the items in the table are, have any questions, or need your computer upgraded, please contact your School District Administrator.



2. TN SSMS Specific Operating System Requirements

Now that you have confirmed that your computer can access the TN SSMS, you should check which Operating System it uses and follow the instructions in the correct section of this User Startup Guide. Below is an overview, followed by a Table of Contents for the list of sections.

operating system	plug-in	certificate	notes
Windows 98 or Windows 2000 or Windows XP Pro	✓	✓	By clicking on this link: https://star.state.tn.us/servlet/f60servlet , you will go to the TN SSMS Web site and the installation of the plug-in and certificate will start automatically – please see section 2.1 for detailed instructions.
			If your computer has had a previous version of the plug-in, you will need to uninstall this first – please see section 2.1.2 for detailed instructions.
			If your computer has had the plug-in installed before Monday June 14 th 2004 and you are getting errors, you might just have to copy the certificate – please see section 3.2 for detailed instructions.
			If you are running Windows XP and having problems with Online Help you will need to load a Microsoft JVM plug-in – please see section 3.6 for detailed instructions.
Mac OS 9.2.2		✓	By clicking on this link: https://star.state.tn.us/servlet/f60servlet , you will go to the TN SSMS Web site and the installation of the certificate will start automatically – please see section 2.2 if you get an error.
			Apple MRJ 2.2.6 is a MUST for OS 9.2.2 – please see section 3.5 for detailed instructions.
Mac OS X.2.x		✓	7/1/2004 – We are currently experiencing problems with Mac OS X, due to some computer configurations. We are working urgently on this. You will need to run Internet Explorer in Classic mode, which uses the Mac OS 9 rather than Mac OS X – please see section 2.3 for detailed instructions. Once Internet Explorer is open, click this link: https://star.state.tn.us/servlet/f60servlet , you will go to the TN SSMS Web site and the installation of the certificate will start automatically – please see section 2.2 if you get an error.
			Apple MRJ 2.2.6 is a MUST for anyone running IE in Classic mode in X.2.x – please see section 3.5 for detailed instructions.



Department of Education
Andrew Johnson Tower - 6th floor
Nashville TN 37243-0375
615.741.2731

STATEWIDE STUDENT MANAGEMENT SYSTEM (SSMS)

All			If you have any problems, do check section 3 and in particular section 3.1 , before contacting your School District Administrator.
-----	--	--	--



2.1. *TN SSMS Windows Windows 98, 2000 or XP Pro*

If you think you have carried out these initial steps before Monday June 14th 2004, please jump to [section 2.1.2](#) and carry out those steps first.

2.1.1. Initial Steps

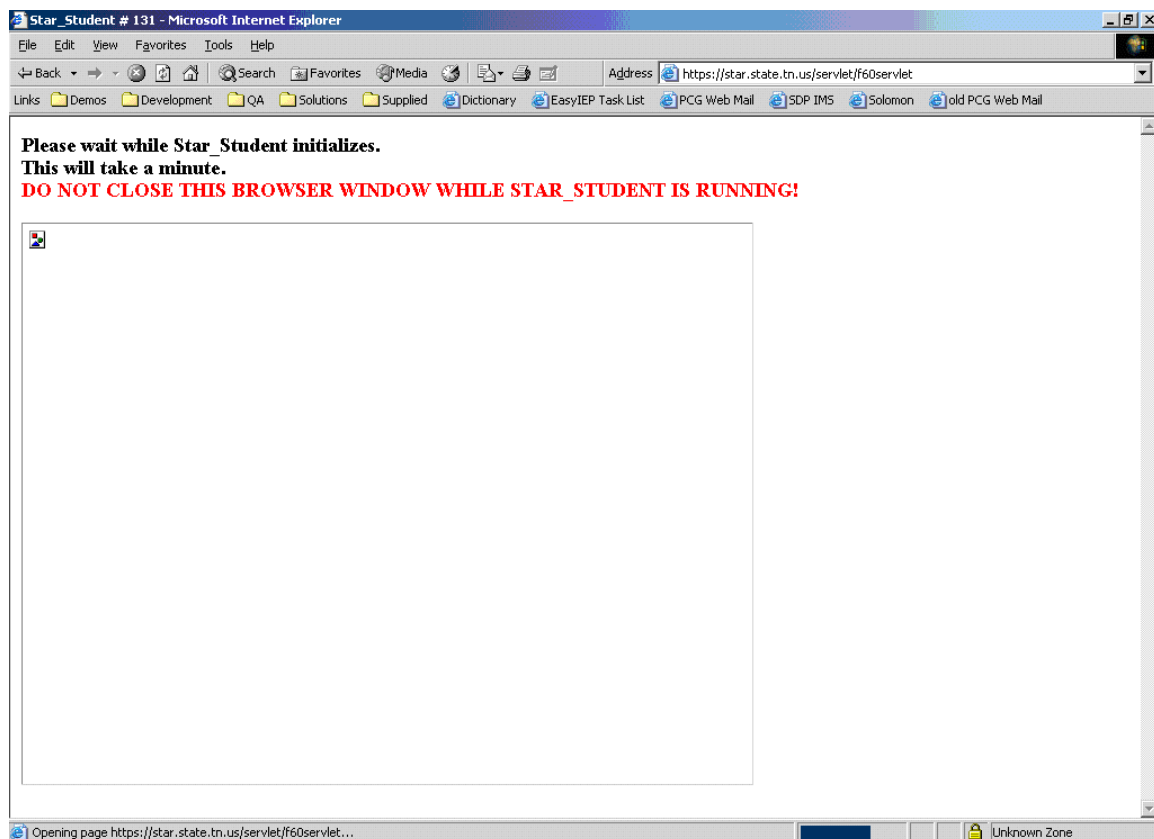
2.1.1.1 If you are viewing this guide on your computer, click the link below (you might need to hold down the **ctrl** key as you click:

<https://star.state.tn.us/servlet/f60servlet>

If you are viewing this guide on paper, open your Web browser on your computer and type this as your Address:

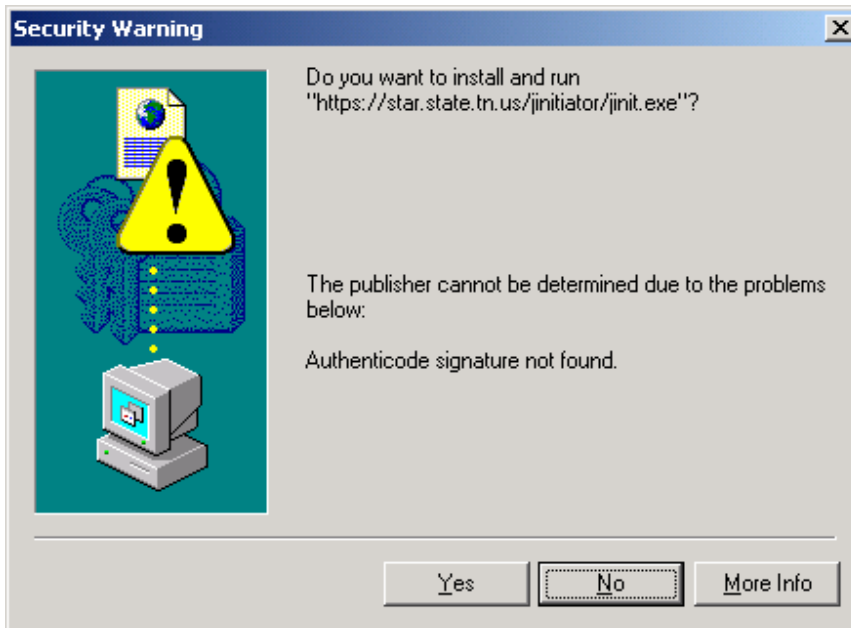
<https://star.state.tn.us/servlet/f60servlet>

2.1.1.2 The following page will open in your Web browser:

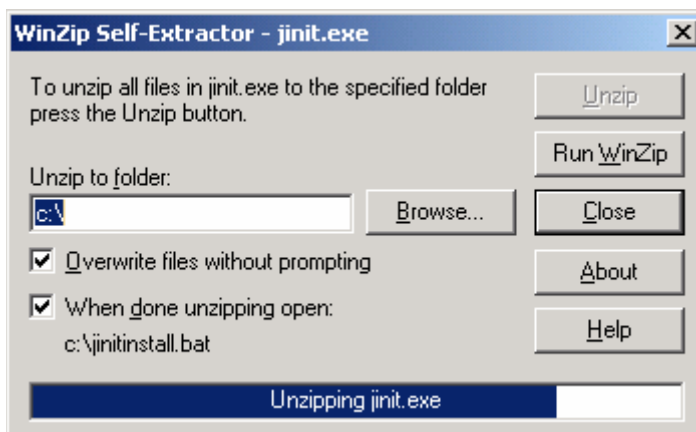




2.1.1.3 After a couple of seconds, the following dialog might open, click the **Yes** button.

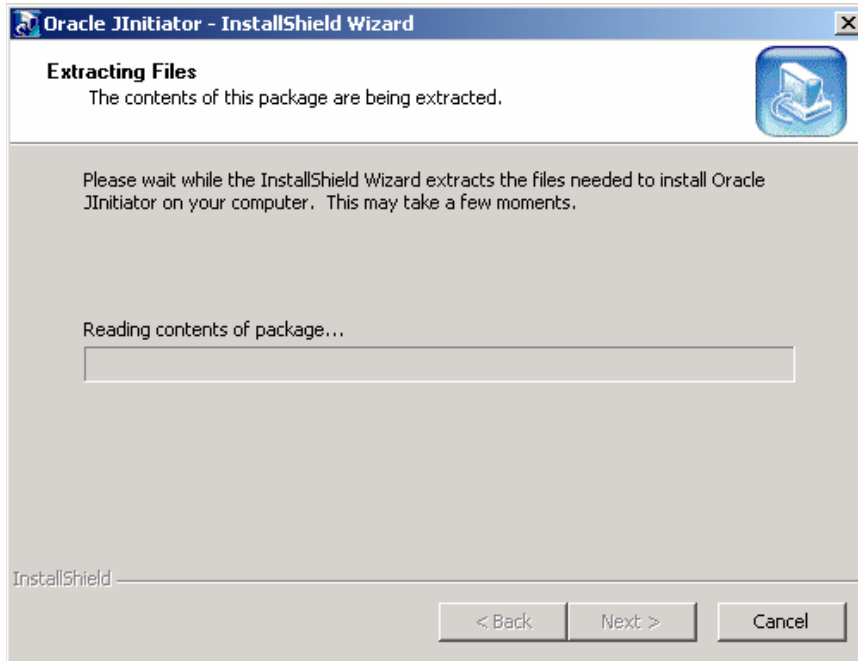


2.1.1.4 The following dialog will open, don't click any buttons:

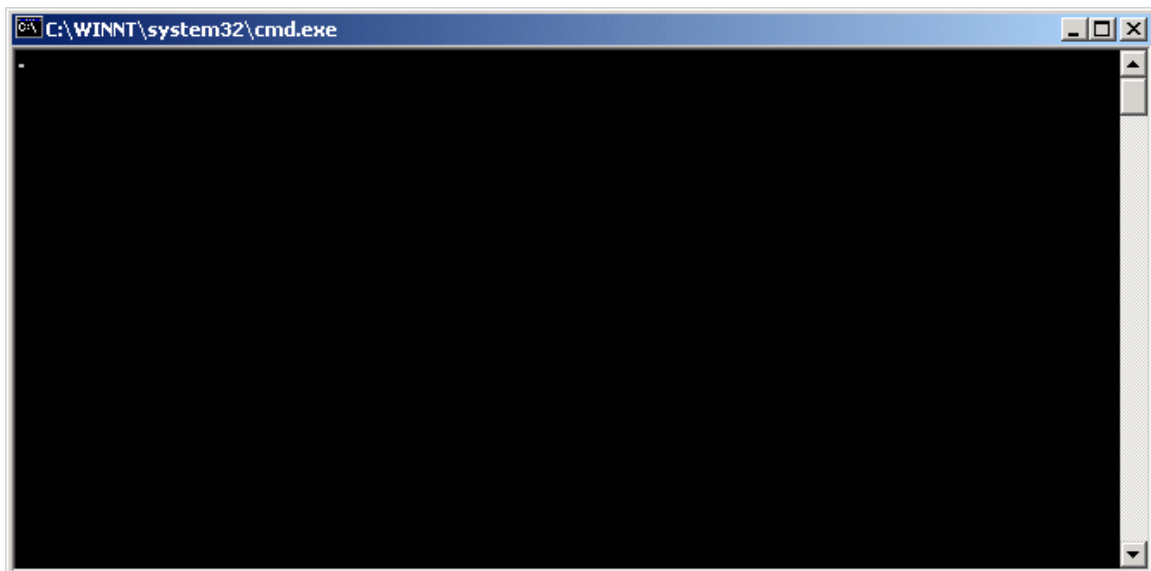




2.1.1.5 The following dialog will open, let it run through its routines.

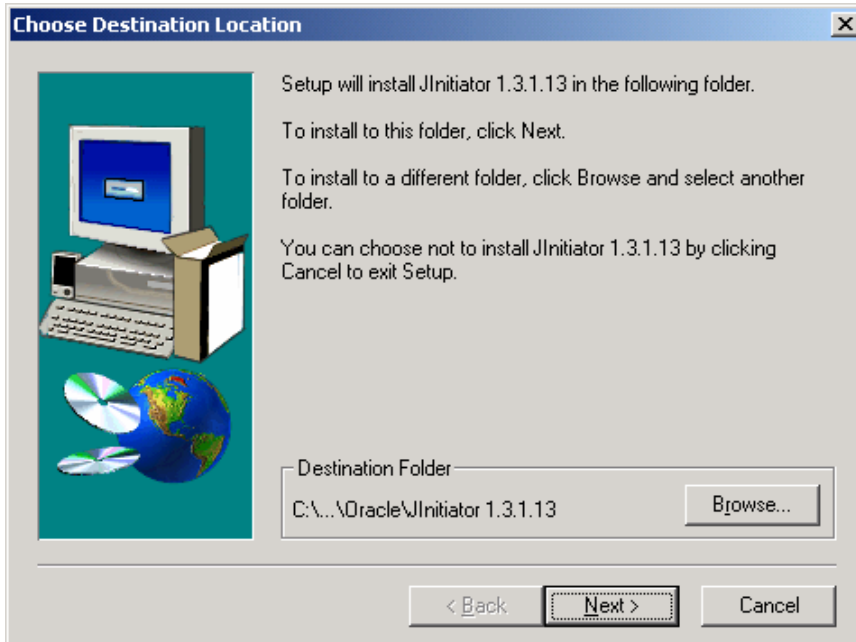


2.1.1.6 The following window will open, it is very important that you do **not** close this window.

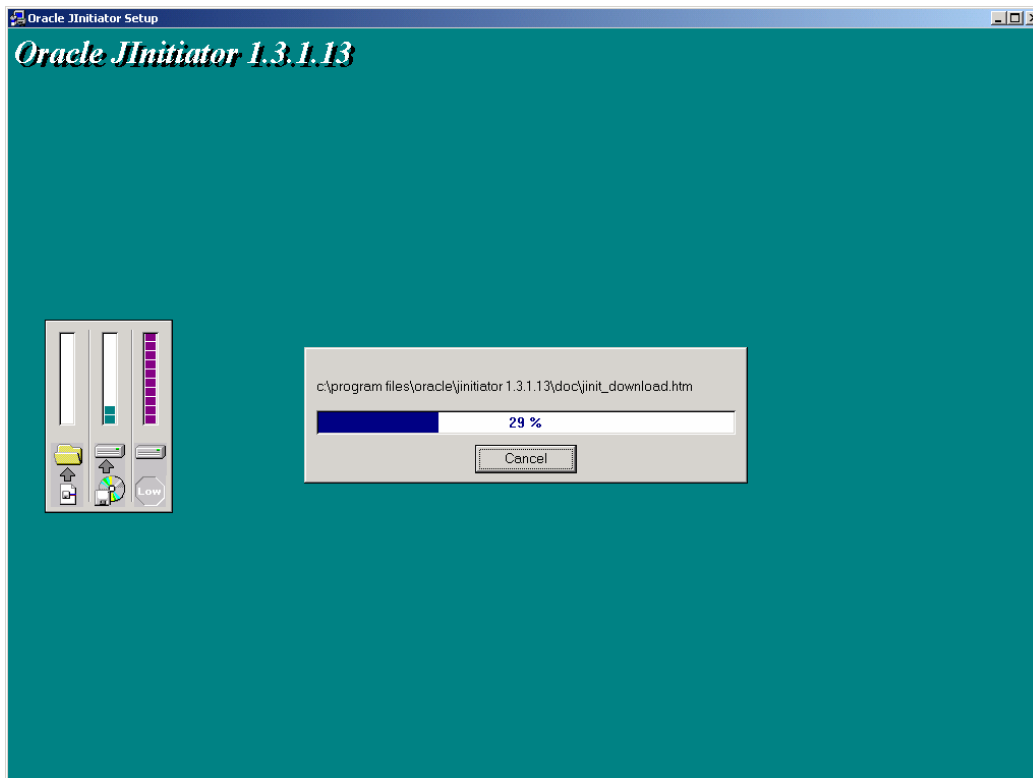




2.1.1.7 The following dialog will open, click the **Next >** button.

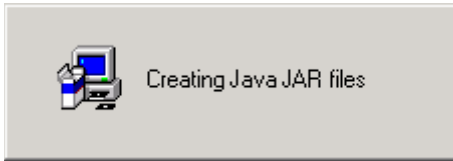


2.1.1.8 The following dialog will open, let it run through its routines.

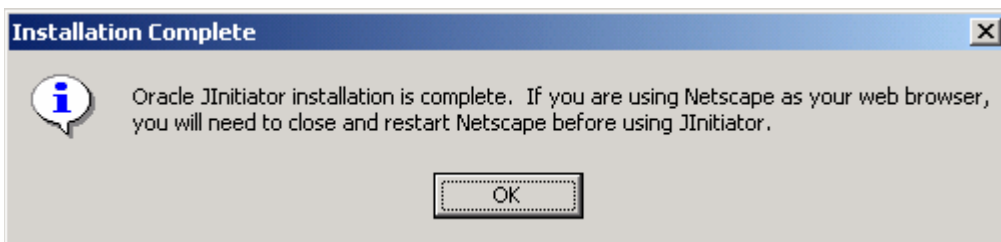




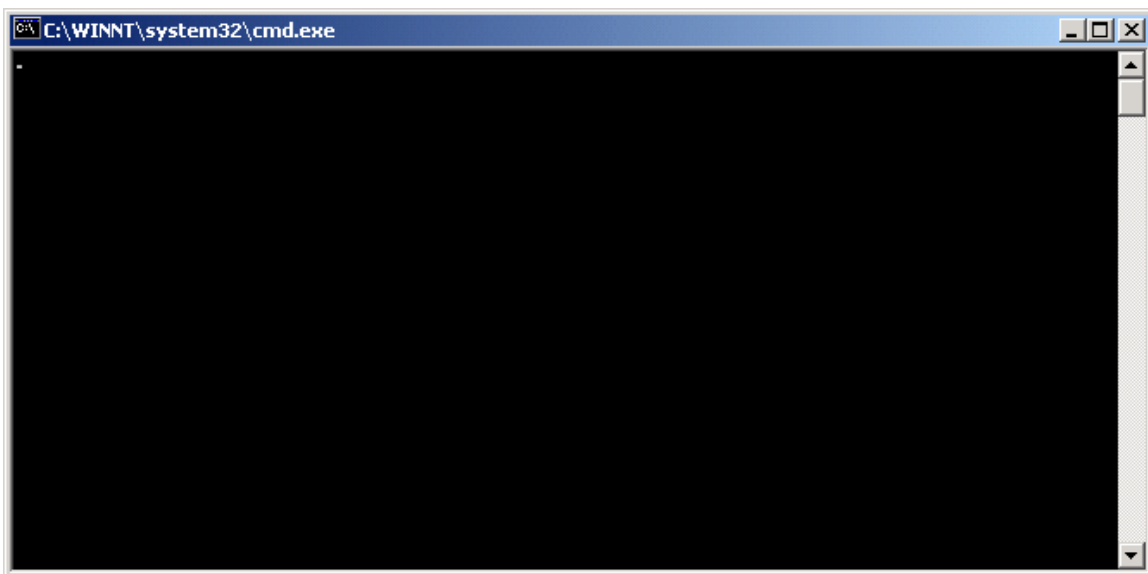
2.1.1.9 The following dialog will open.



2.1.1.10 The following dialog will open, click the **OK** button.

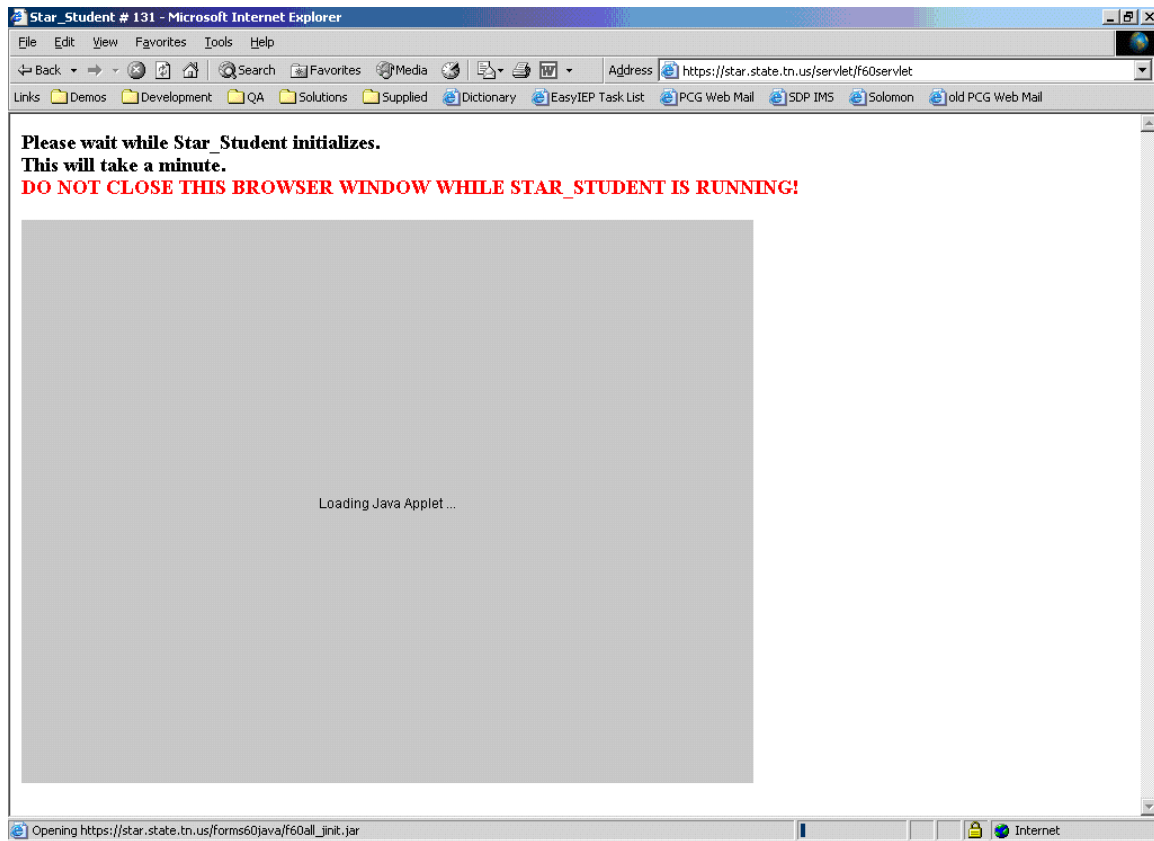


2.1.1.11 After a couple of seconds, the following window, which opened in step 2.1.1.6 above, will close.

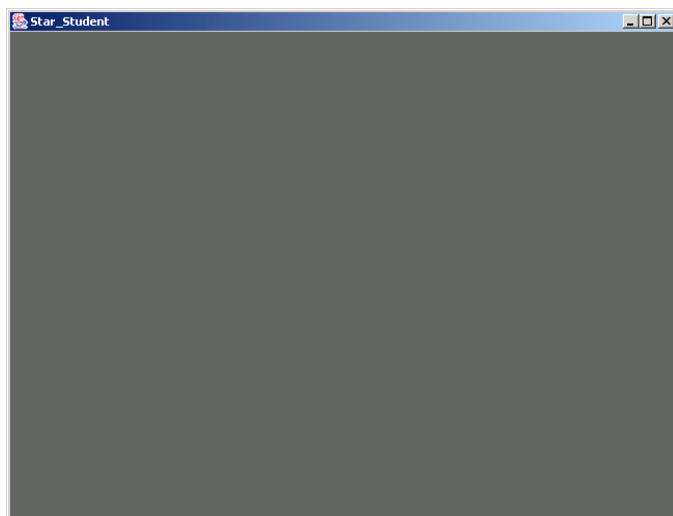




- 2.1.1.12 You will be returned to your Web browser, click the **Refresh** toolbar button (or you can click the **F5** key on your keyboard). The Java Applet will start to load.

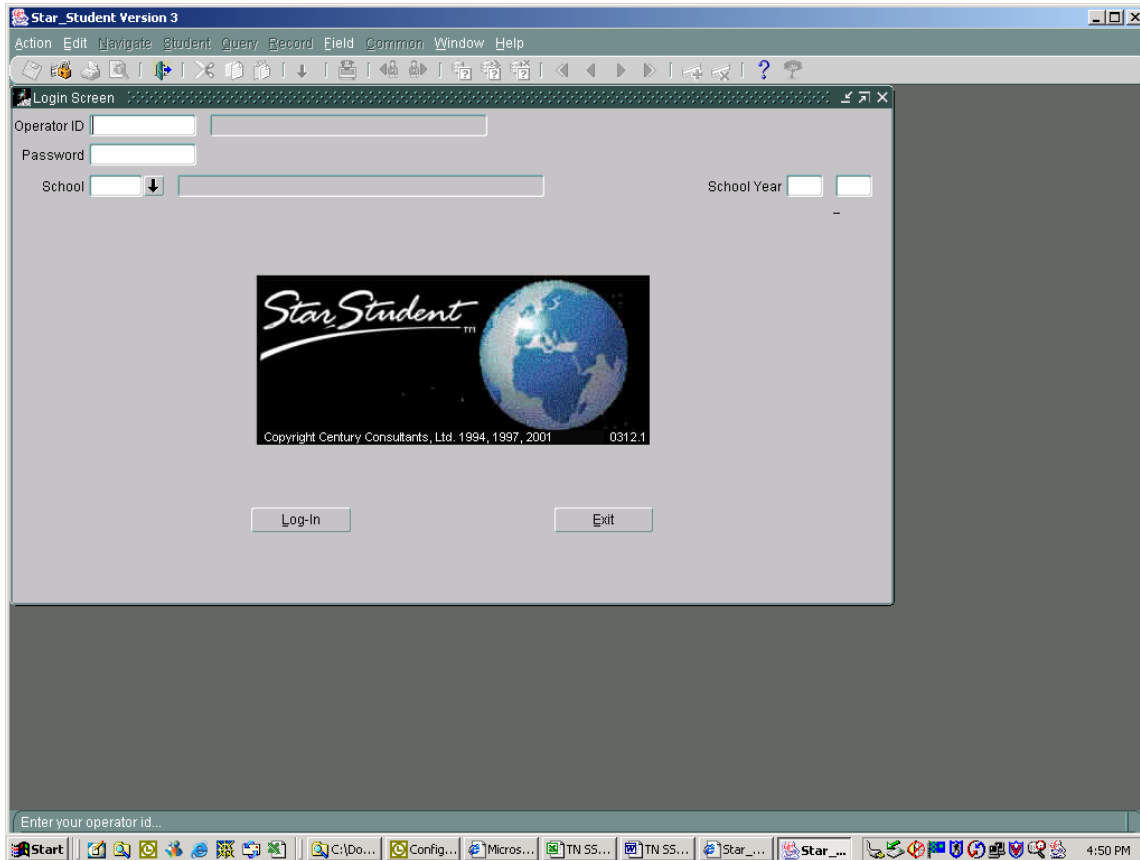


- 2.1.1.13 After a couple of seconds, the following window will open.





2.1.1.14 After a couple of seconds, the following window will open.



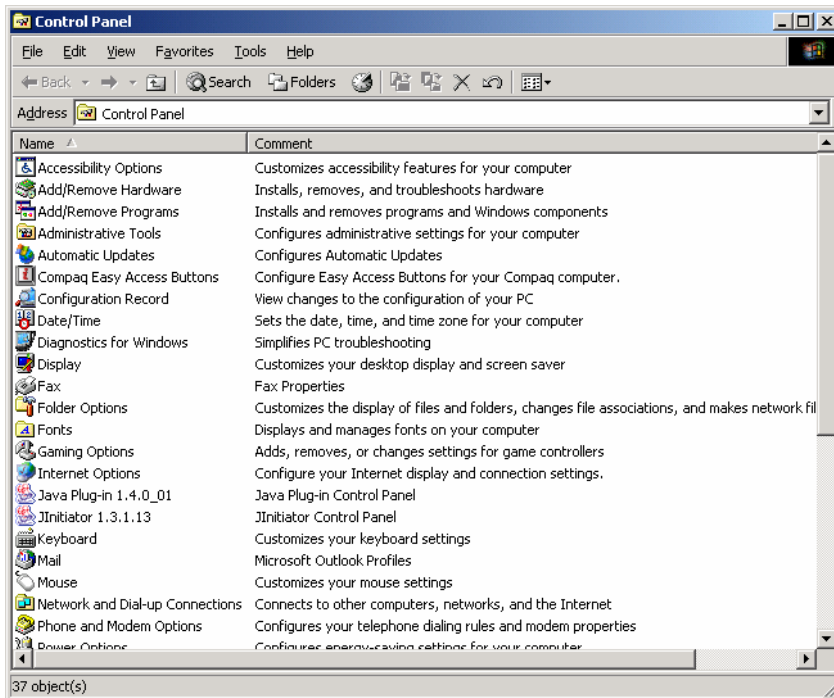
You are now in the TN SSMS and can start to use the application.

Now that you have finished the initial steps you will not have to go through them again. When you open TN SSMS in future you will be taken immediately to step 2.1.1.12.

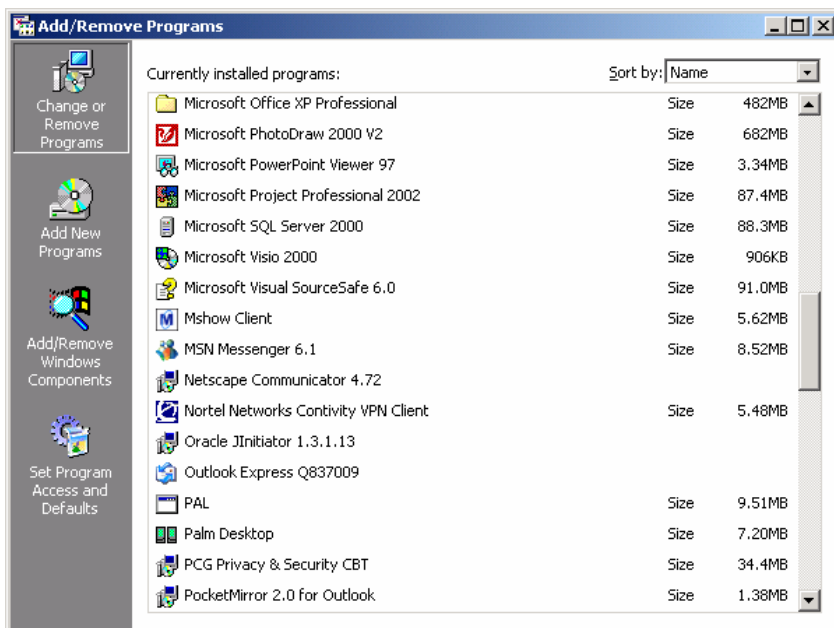


2.1.2. Preparation for Initial Steps

2.1.2.1 Click your **Start** button (lower left of screen), then **Settings** in the popup list, then **Control Panel** in the popup list. The following window will open:

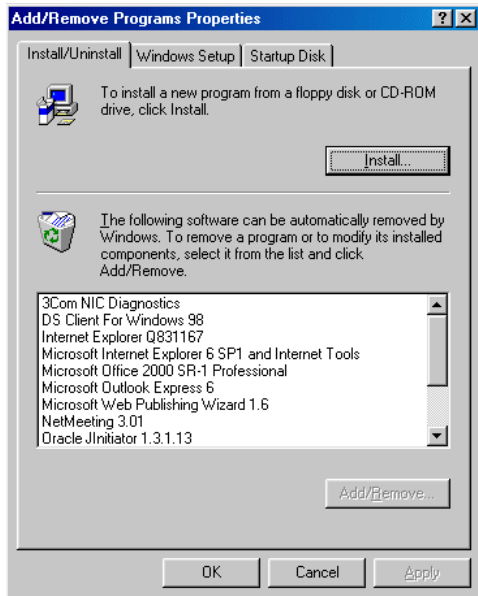


2.1.2.2 Double-click **Add/Remove Programs**. The following window will open.

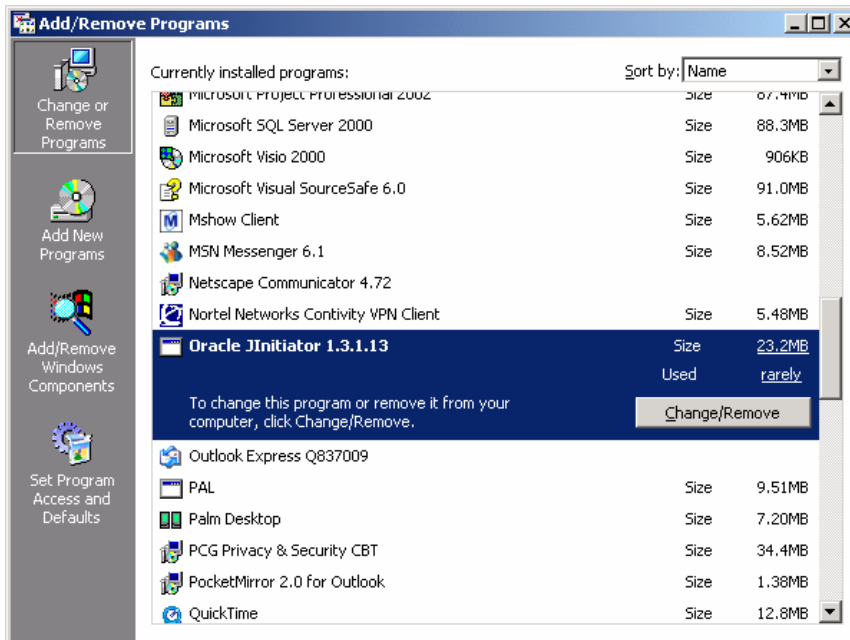




Note: If you are using Windows 98, the windows will look like this:

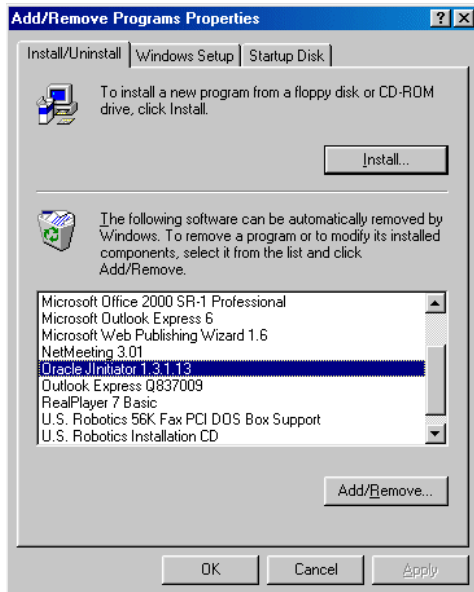


2.1.2.3 Find **Oracle JInitiator** in the list and click it. The window will look like this.

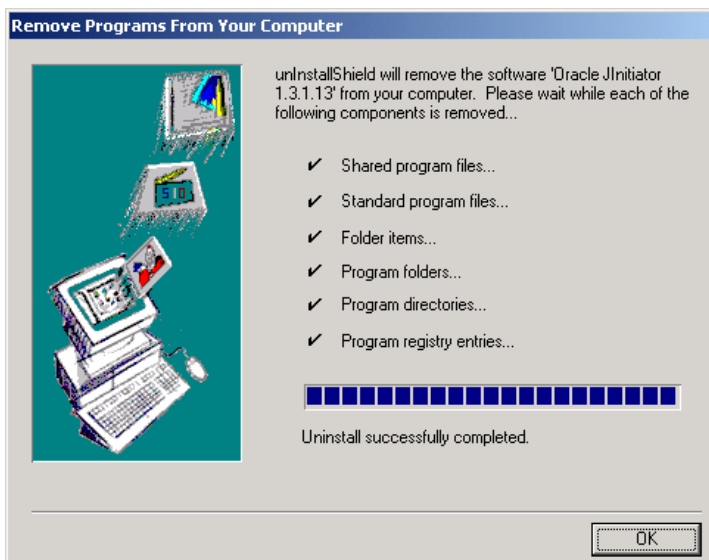




Note: If you are using Windows 98, the windows will look like this:



2.1.2.4 Click the **Change/Remove** button (If you are using Windows 98, click the **Add/Remove** button). The confirmation dialog will open, click the **Yes** button. The **UninstallShield** window will open and run a routine to remove JInitiator.



If a dialog pops up to ask you if you wish to remove a particular file, click the **Yes To All** button.

When UninstallShield has finished, click the **OK** button.

You can now close the other open windows and return to step 2.1.1.1 above.



2.2. Mac OS 9.2.2

When accessing the TN SSMS application you might encounter a dialog box.

This applet is signed by Developer, Tools, Oracle, US
The certificate used to sign the applet is:
Issued by: Developer, Tools, Oracle, US
Serial Number: 03eb
Expiration Date: Thursday April 7, 19:00 CDT 2005
Fingerprint:
☐ Always trust this signature

Yes **No**

Ensure that the **Always trust this signature** box is unchecked and click the **Yes** button.

You might also be asked for a certificate password. The password is:

changit



2.3. Mac OS X.2.x

If you are using the Mac OS X, you will need to run Internet Explorer in Classic mode, which uses the Mac OS 9 rather than Mac OS X. You do not need to switch operating systems to do this but you do need to open the Mac OS 9 version of Internet Explorer, as detailed below.

double-click the **My Computer** icon in the top right of your monitor
then in the window that opens, double-click the **Application (Mac OS 9)** item
then in the list that opens, double-click the **Internet Explorer Folder**
then in the list that opens, double-click the **Internet Explorer** item

You might see a dialog that tells you Internet Explorer is opening in Classic or OS 9 mode, but Internet Explorer will soon open.

Once Internet Explorer is open, click this link: <https://star.state.tn.us/servlet/f60servlet>, you will go to the TN SSMS Web site and the installation of the certificate will start automatically.

When accessing the TN SSMS application you might encounter a dialog box.

This applet is signed by Developer, Tools, Oracle, US
The certificate used to sign the applet is:
Issued by: Developer, Tools, Oracle, US
Serial Number: 03eb
Expiration Date: Thursday April 7, 19:00 CDT 2005
Fingerprint:
☐ Always trust this signature

Yes **No**

Ensure that the **Always trust this signature** box is unchecked and click the **Yes** button.

You might also be asked for a certificate password. The password is:

changit



3. TN SSMS Troubleshooting

Below are some possible errors you might encounter when using the TN SSMS application.

3.1. Star_Student: Active X Error Message

When opening Star Student, if you receive an Active X error message, in IE:

- open your Web browser
- then click **Tools** menu
- then click **Internet Options...** item
- then click **Security** tab
- then click **Custom Level** button
- then view **Active X controls and plug-ins** sections
- then click **Enable** for all sections
- then click the **OK** button of this Security Settings dialog
- then click the **OK** button of the Internet Option dialog

The TN SSMS application should now work.

3.2. Certificate Installation Error Message

This error could happen at the end of any Jinitiator installation on a Windows computer but particularly on **Windows 98**, with IE 6.0. You will see an error box.

HTTPS Error

Could not connect to https://star.state.tn.us/forms60java/f60all_jinit.jar Please ensure that the certificate of this web server is installed in C:\Programs Files\Oracle\jinitiator 1.3.1.13\lib\security\certdb.txt.

Please contact your School District Administrator to get the certificate (certdb.txt) and copy it to:
**Program Files \ Oracle \ Jinitiator 1.3.1.13 \ lib \ security **, to overwrite the existing file.



3.3. Star_Student Reports: Adobe Acrobat Reader Report Viewing Error

If you don't yet have Adobe Acrobat installed on your computer, please download it from



(<http://www.adobe.com/products/acrobat/readstep2.html>)

In Star Student, if you cannot run a report:

- open Adobe Acrobat Reader
- then click **Edit** menu
- then click **Preferences...** item
- then click **Internet** sidebar menu item
- then uncheck **Display PDF in Browser**
- then click **OK** button

Viewing a report should now work.

3.4. Pop-Up Blockers

If there is a Pop-Up Blocker on your machine, it needs to be turned off before you attempt to run a report.

3.5. Star_Student: Mac MRJ

Apple MRJ 2.2.6 is a MUST for Mac OS 9.2.2 users. To verify the version of your Apple MRJ:

- open Finder and go to the **MRJ Libraries** folder
- then highlight the **MRJLib** file in this folder
- then hit the **CMD+I** keys
 - a dialog will open with the general properties of the file
 - verify that version 2.2.6 is shown

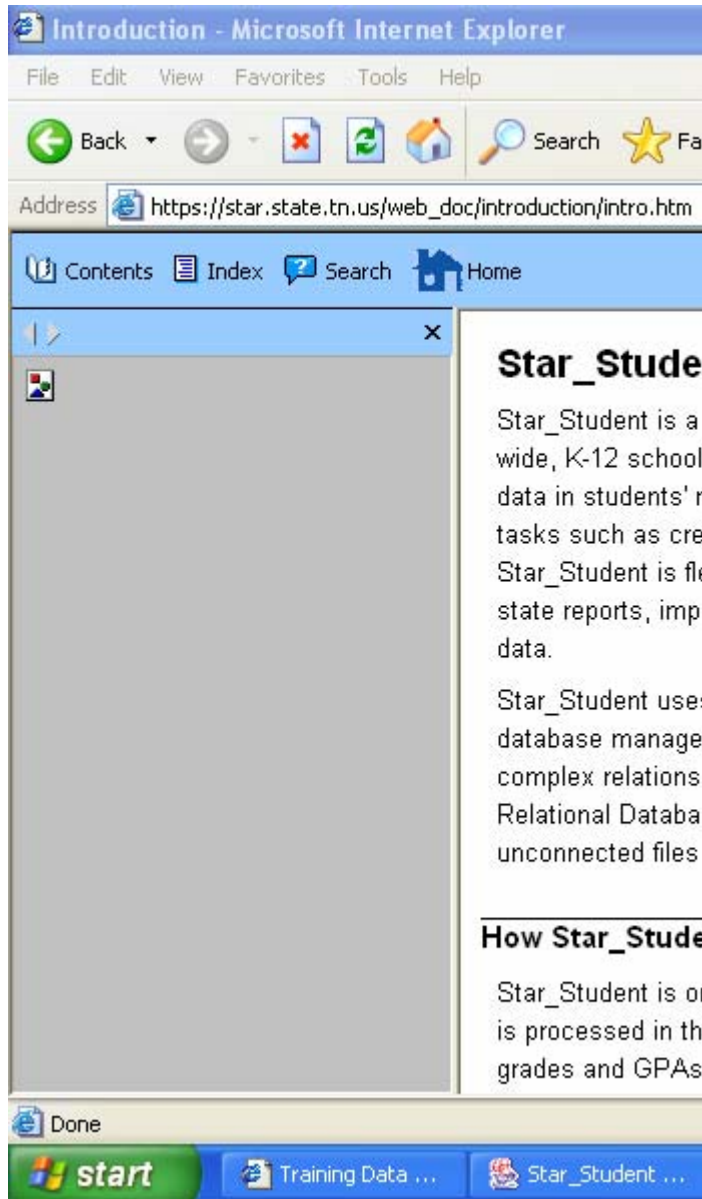
To download the Apple MRJ 2.2.6:

- open your Web browser
- then go to: <http://developer.apple.com/java/download.html>
- then in the page that appears, within the DOWNLOAD MRJ 2.2.5 SOFTWARE section, click the **MRJ 2.2.5** section title
 - the **Download Manager** dialog will open and show the MRJ install downloading
 - the **Unstuff** dialog will open, runs its routines and close
 - the **Opening** dialog will open, run its routines and close
- then the **MRJ Install** dialog will open, double-click the **MRJ Installer** icon
- then the **License** dialog will open, click the **Agree** button
- then the **Installation** dialog will open, click the **Install** button
- then a dialog might open that asks if you wish to close all open applications, click the **Continue** button
- then the install will take place and a confirmation dialog will open, click the **Quit** button



3.6. Star_Student Online Help

Does the Help File browser menu on the left look like this when trying to access the StarStudent online help file?

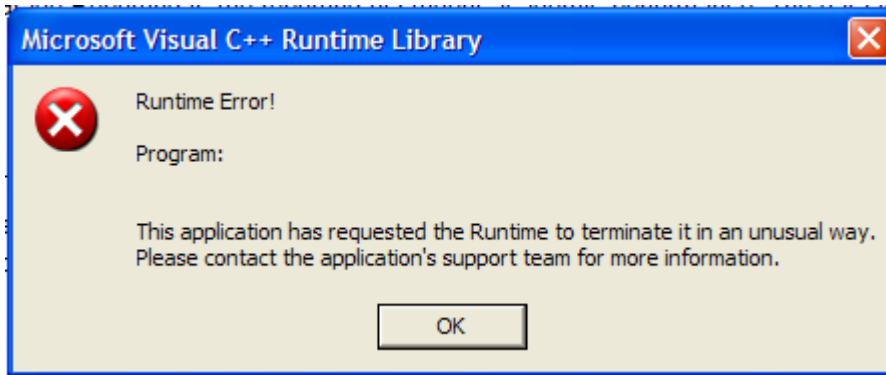


or: Do you get this error message when trying to load the StarStudent online help interface?



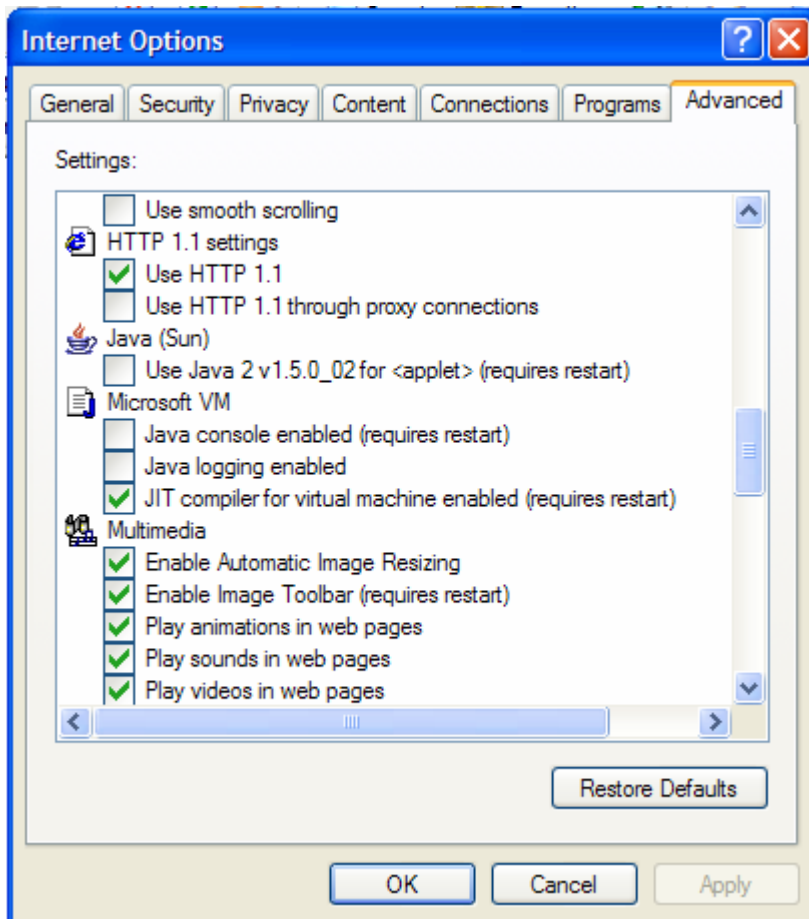


or: Do you maybe get this one?



This document should help provide the patch. There are three simple steps to follow that should solve the problem:

1. Download and install Microsoft's latest version of their "Virtual Machine".
open **Internet Explorer**
then go to: <http://www.meetingworks.com/files/msjavx86.exe>
then in the dialog that appears, click the **Save** button and select a folder in which to save the **msjavx86.exe** file
then go to that folder and double-click the **msjavx86.exe** to run it
a confirmation dialog will open, click the **Yes** button
then the **License** dialog will open, click the **Yes** button
the installation will execute and a confirmation dialog will open, click the **OK** button
then restart your computer
2. Download and install the latest version of Java's Runtime Environment.
open **Internet Explorer**
then go to: <http://www.java.com/en/>
then in the page that appears, click the **Download Java Software** button
3. check the settings in **Internet Explorer**
open **Internet Explorer**
click the **Tools** menu, then **Internet Options** in that menu, then the **Advanced** tab in the dialog that opens
scroll down to the **Java (Sun)** section, and ensure that:
any checkboxes are unchecked
scroll down to the **Microsoft VM** section, and ensure that:
Java console enabled (requires restart) is unchecked
Java logging enabled is unchecked
JIT compiler for virtual machine enabled (requires restart) is checked
if necessary, make any changes so that the correct boxes are unchecked or checked
then click the **OK** button



3.7. Star_Student Reports: Non-secure Dialog

After you run a Star_Student report you are likely to see a dialog pop up when you go to view the report. The dialog will tell you that you are about to view non-secure items. Click the **Yes** button and agree to this.

In fact the report is securely delivered to your Web browser, the dialog appears because of a bug in Microsoft Internet Explorer.



3.8. Star_Student Reports: Errors If Running XP SP2

If your computer runs Windows XP with SP2, you might have problems running Star_Student reports.

- open your Web browser
- then click **Tools** menu
- then click **Popup Blocker** item
- then click **Popup Blocker Settings...** item
- then enter **star.state.tn.us** in the **Address of Web site to allow** box
- then click the **Add** button
- then click the **Close** button